



# U. S. MISSION

## Vacancy Announcement

### Riyadh – Jeddah - Dhahran

16- 36

VACANCY ANNOUNCEMENT - RIYADH

3/9/2016

OPEN TO	ALL INTERESTED CANDIDATES
POSITION	CELL PHONE TECHNICIAN/ APO CLERK (MOBILE PHONE COORDINATOR) FSN-5, POSITION NUMBER: 100465
OPEN DATE	WEDNESDAY, MARCH 9, 2016
CLOSING DATE	WEDNESDAY, MARCH 23, 2016 @ 1700 HRS (local Saudi time)
WORKING HOURS	FULL TIME, 40 HOURS/WEEK
SALARY	<p><b>* ORDINARILY RESIDENT (OR):</b> POSITION GRADE FSN-5, SR 63,322 (ANNUAL BASIC SALARY EXCLUDING ELIGIBLE ALLOWANCES).</p> <p><b>*NOT ORDINARILY RESIDENT (NOR):</b> POSITION GRADE: FP-9, US\$ 32,931 PER YEAR -- SUBJECT TO CHANGE BASED ON THE HIRING MECHANISM -- FINAL GRADE/ STEP FOR NORs WILL BE DETERMINED BY WASHINGTON. --U.S. FEDERAL AND STATE TAXES WILL BE DEDUCTED FROM THE SALARY</p>

**NOTE:**

- ALL ORDINARILY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED TRANSFERABLE WORK / RESIDENCY PERMIT IN ORDER TO BE ELIGIBLE FOR CONSIDERATION.**

The U.S. Mission in Riyadh, Saudi Arabia is seeking eligible and qualified applicants for the position of Cellphone Technician / Army Post Office (APO) Clerk in the Information Program Office.

**BASIC FUNCTION OF THE POSITION**

The Mobile Phone Coordinator / APO Assistant is responsible for ordering, issuance and maintenance of mobile phones to Embassy employees, eligible family members and visitors as required. The incumbent is responsible for maintaining an accurate inventory of all cellphones and

accessories, works with contracting officer for the procurement of new equipment and respond to all customer inquiries regarding mobile phones. This position works for the Telephone Engineer providing assistance in supporting Post Meridian 61c telephone system at the Chancery and over 140 residential telephones to include the Chief of Mission's Residence (CMR), GSO Annex and Deputy Chief's Residence (DCR). The incumbent also provides support to the APO mailroom by receiving and issuance of APO mail to the Embassy customers.

### **QUALIFICATIONS REQUIRED**

***Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.***

1. **EDUCATION:** Completion of primary schooling is required. Completion of training in telecommunications theory and technology or 2 years' experience in telecommunications.
2. **EXPERIENCE:** Must have twelve (12) months of customer service experience required.
3. **LANGUAGE REQUIREMENTS:** English Level III (Good working knowledge-speaking/reading/writing) is required. (This will be tested).
4. **SKILLS & ABILITIES:** Expert customer service knowledge. Immediate level knowledge of safety practices and procedures, electronic and telecommunications theories and practices. Must have knowledge of Department of State (DOS) and the military U.S. mail systems and handling procedures. Must have a good working knowledge of the organization.
5. **JOB KNOWLEDGE:** Incumbent must be able to interact with customers in a constructive and friendly manner. Additionally, the job holder must have the necessary skills to maintain a constructive relationship with local mobile phone vendors and telecom companies. The incumbent must also know and be able to practice basic electronic safety procedures. Must have skills in using spreadsheets and databases.

### **SELECTION PROCESS**

When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference eligible U.S. Veterans will be given a preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their application.

### **HIRING PREFERENCE ORDER**

1. USEFM who is ALSO a preference –eligible U.S. Veteran
2. USEFM OR a preference –eligible U.S. Veteran
3. FS on LWOP

### **ADDITIONAL SELECTION CRITERIA**

1. Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Currently OR employees serving a probationary period are not eligible to apply. Current OR employees with an overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.

3. Currently NOR employees hired on a Family Member Appointment (FMA) or a Personal Services Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
4. The candidate must be able to obtain and hold the needed security clearance.
5. Candidates who are EFMs, USEFMs, AEFMs, or MOHs must have at least one year remaining on their sponsor's tour of duty to be considered eligible to apply for this position.
6. Current LE Staff employees of the Mission applying for vacant position announcements must have served a minimum of twelve (12) months in their current position in order to be considered for any vacant position.

### **HOW TO APPLY**

#### **Applicants must submit the following documents to be considered:**

1. Universal Application for Employment (UAE) (DS-174), which is available on our website or by contacting Human Resources.
2. A clear copy of valid Saudi / GCC identity card or Iqama card / work permit.
3. Any additional documentation (e.g. educational certificates or copies of degrees earned, copy of essays, awards) that supports or addresses the requirements listed above.
4. Candidates who claim \*U.S. Veterans preference must provide a copy of their Form DD-214 with their application.

**\*IMPORTANT:** Applicants claiming U.S. Veteran's preference must submit written documentation confirming eligibility (e.g. Member Copy 4 of Form DD-214, Letter from the Veteran's Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran's preference will not be considered in the application process. Specific criteria for receiving a U.S. Veteran's preference may be found in HR/OE's Family Member Employment Policy (FMEP).

### **WHERE TO APPLY:**

Please use the following subject line and format in your email. Failure to use the subject line and format below may result in your application not reaching the required application folder for further consideration.

**EMAIL SUBJECT: Riyadh-VA16-36- CELL PHONE TECHNICIAN/ APO CLERK**

**SUBMIT THE APPLICATION AND ALL OTHER DOCUMENTS AS A SINGLE FILE IN PDF  
FORMAT TO EMAIL ADDRESS [HRORIYADH@STATE.GOV](mailto:HRORIYADH@STATE.GOV)**

(Note: Multiple files will not be considered)

**EQUAL EMPLOYMENT OPPORTUNITY:** The U.S. Mission in Saudi Arabia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual

orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

#### **DEFINITIONS\***

**Eligible Family Member (EFM):** An EFM for employment purposes is defined as an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or s-sex domestic partner (as defined in 3 FAM 1610); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term “child” shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of the employee, spouse, or s-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or s-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or s-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e. a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute of Taiwan; **and**
- Is under the Chief of Mission authority.

**U.S. Citizen Eligible Family Member (USEFM):** A USEFM is an individual who meets all of the following criteria:

- U.S. Citizen; **and**
- Spouse or s-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a s sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service or uniformed service member who is permanently assigned to or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under Chief of Mission authority; **or**
- Resides at an involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 323.2; **or**

- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

**Appointment Eligible Family Member (AEFM):** An AEFM is an individual who meets **all** of the following criteria:

- U.S. citizen; **and**
- Spouse or s-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under Chief of Mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the Foreign Service or Civil Service.

**Member of Household (MOH):** A MOH is an individual who meets **all** of the following criteria:

- A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; and
- A MOH is under Chief of Mission authority;
- A MOH may or may not be a U.S. Citizen;
- A MOH may include parent, unmarried partner, other relative, or adult child;
- A MOH is **not** an EFM;
- A MOH is not listed on the travel orders or approved Form OF-126 of a sponsoring employee.

**Not Ordinarily Resident (NOR)** – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

**Ordinarily Resident (OR)** – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is a local resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.